

Customer Service Representative

Holland Landing, Ontario

About Us

Inscape has supported the evolution of the workspace since 1888. A versatile portfolio of systems, storage, walls and seating products addresses the diverse needs of today's office with solutions that stand the test of time – built to last and inherently flexible. Dedicated to delivering innovative solutions with care and expertise, Inscape is here to help you make life at work better.

About the Role

The primary purpose of the Customer Service Representative position is to manage the full scope of the ordering process ensuring successful production, delivery and customer satisfaction. Customer Service Representatives are the first point of contact for the fulfillment of orders or small quotes and must coordinate the order fulfillment process with internal and external partners through the various stages of each order. Customer Service Representatives manage smaller projects across territories and are responsible for coordinating all aspects of smaller project orders.

Primary Tasks & Responsibilities

- Coordinate order fulfillment for smaller project orders from the receipt of the purchase order through to the completion of the punch list deficiencies.
- Responsible for building strong relationships within assigned territory to provide highest level of service.
- Assist dealer or sales representative with quotes and verification of order options and finishes.
- Arrange and ensure contract review process, verifying lead times and initiating any required action.
- Where applicable work with design application consultants and installation team to review specifications and floor plans to verify application accuracy.
- Assist order administration with any questions around order details, receive order from order administrators, release order and initiate the order fulfillment process.
- Coordinate with engineering prior to order entry process any specials and related cost to creating these.
- Coordinate, communicate and organize all aspects of each order requirement from production, to shipping, to installation to follow up on outstanding issues or deficiencies.
- Remain involved through order stages to ensure all necessary information is collected and distributed, including site conditions, delivery schedules, and install schedules.
- Complete Field Quality Report upon completion of project and ensure the timely rectification of all punch list item deficiencies.
- Coordinate with Senior Sales Analyst and Senior Manager, Client Services to process applicable discounts or credit notes.
- Work with internal and external teams to review punch list deficiencies and propose future solutions.
- Remain the primary contact for warranty issues, future questions and concerns from Sales Representatives or Dealers.
- Back-up on order administration.

Knowledge, Skills, Abilities & Education

- Very detailed, well organized, ability to multi-task with strong communication skills.
- Demonstrated ability to handle difficult/irate customers.
- Knowledge of MS Office Applications.
- 1-2 year customer service and client interaction experience.
- Ability to articulate, compose, coordinate, and fulfill order requirements.
- Basic understanding of systems furniture and ability to read floor plans.

If you have the qualifications for the above position and are interested in joining a team oriented progressive company with excellent benefits, please submit your resume for consideration to careers@inscapesolutions.com.

We thank all applicants for their interest, but advise that only those selected for an interview will be contacted.

**Inscape values employment equity and is an equal opportunity employer.
Inscape will provide reasonable accommodation to applicants with disabilities.**